



## Accommodation Policies

### Minimum Stay & Reservation Schedule

A two-night minimum stay is required. Some exceptions may be made upon request.

Check-in is 3:00 PM. Check-out is 11:00 AM. Guests should contact the facility to request adjustments for these times of which additional fees may be requested. Guests may check in early for no charge when they receive notification that their room is ready. It is preferable if guests check in before 5:00 PM and guests notify the facility of anticipated late check-in. Guests who arrive after 9:00 PM must contact us for specific check-in instructions. No discounts will be given for late check-ins. Fees can be incurred if guests check out late and it causes issues with cleaning time and preparations for the next guests.

Breakfast is served in a family style dining room at 8:30 AM. Guests should be present for breakfast as there will not be made-to-order on-demand breakfast options at a later time.

### Deposits & Payments

All rooms require a minimum one-night stay plus taxes and fees at time of reservation. Guests agree that they are personally liable for all costs and charges incurred if payments are not made in full at the time of check-in. We accept all major credit cards.

### Cancellations & Refunds

A minimum 48-hour cancellation notice is required for each room, prior to the reservation arrival date, or guests will be charged a minimum of one night stay plus taxes and fees. If guests do not show up for their reservation, or if they check-out early without a 48-hour notice, no refunds will be given, and the entire amount of the reservation will be charged to their card.

We will not issue any last-minute refunds due to schedule changes or flight cancellations. Guests must contact us if they experience a personal/medical emergency, or Act of God. If a guest is unsatisfied with their room accommodations, they must notify the Innkeeper within 20 minutes of check-in to request a partial refund and will be charged a minimum one-night stay plus taxes and fees due to the inability to re-rent the room and causing loss of booked revenue. If guests have booked a non-refundable room rate and decide to leave prior to their check out date, they will be charged for the entire stay due to the inability to reopen a reserved room with the online travel agencies for which Tye is still required to pay commissions.

### Occupancy & Children

Only two adult persons are allowed to occupy a room at one time. To provide our guests with a quiet enjoyable retreat, we are an **adult-only facility**. The only exception to this rule is if we have no other rooms booked and/or the family wants to rent out all five rooms for a special event or occasion. Please

call for more details and to inquire whether or not children can be accommodated during your planned stay. We do not have cribs, cots, roll aways, or twin beds.

## **Pets**

The entire premises is pet-free with the exception of dogs that fall under the Americans with Disabilities Act (ADA). We accept service animals defined as a dog that has been individually certified, trained, or licensed to do work or perform tasks for an individual with a disability. Service animals are permitted in all guest accessible areas, must be under the owners' control at all times, cannot disturb other guests, cannot cause a continual noise disturbance; owners must pick up after their dog and dispose of waste in a method agreed to by the facility; owners are responsible for damages caused by the service animal.

We do not allow emotional support, therapy, comfort, or companion animals because they have not been trained to perform a specific job or task, and therefore do not qualify as service animals under the ADA. If non-ADA pets are brought into the facility, guests will be charged for one night stay plus taxes and fees plus a \$250 pet cleaning fee, and any additional expenses relating to damages or repairs.

## **Smoking**

Smoking of any substance is NOT ALLOWED in or on any portion of the entire premises inside or outside. Smoking in any indoor guest area will result in a **MINIMUM CLEANING CHARGE OF \$250.00**. Extreme amounts of staff time, cleaning products, and use of machinery must be used to get a room back to a rentable state, in addition to lost revenue while the room is un-rentable. Smoking indoors creates responsibility to cover costs associated with the damage and fines will not be waived for any reason. Please see the Innkeeper for acceptable smoking spots and safe disposal areas.

## **Guest Valuables & Safety**

Items brought into or on the premises, including vehicles and valuables left in vehicles, are done so at the guests' sole risk. The business, property, owners, management, and employees accept no liability and shall not be responsible for any loss or damage of guest property and/or guest accidents/injuries while on the property. Guests remain solely responsible for the safekeeping of themselves and their personal belongings. Guests are responsible for any costs incurred in the case of legal action taken on their behalf.

## **Respect of Property & Damages**

Inventory of each room is taken before check-in and after check-out of each guest stay. Guests will be charged for the replacement or repair of any missing or damaged items. Guests will be charged for damages beyond normal wear and tear of any portion of the premises.

## **Policy Postings**

Written policies are available online, upon making a reservation, at check-in, and in the guest books provided in each guest room. By making a reservation, guests agree to abide by all regulations outlined in this rental contract as well as following city, county, and/or state (noise) ordinances and Good Neighbor Guidelines, available for review in guest books.